
Auxiliary Message Handler

The resident Auxiliary Message Handler program is used to communicate with the Automatic Call Distribution Package D (ACD-D) auxiliary processor. Error codes from this resident program are prefixed with AMH. The AMH program is available only when the ACD Auxiliary Data System (ACD-ADS) feature is equipped.

The AMH messages indicate hardware or software faults on the auxiliary processor. The format of these error messages is distinct from that for SL-1 error messages. Refer to the manufacturer's documentation or follow local procedures to determine the action to be taken in response to Auxiliary Processor error messages.

AMH messages

AMH0000	Program Identifier.
AMH0001	Output buffer not empty; counter limit exceeded. Action: Check Serial Data Interface (SDI) associated with the high-speed link (see LD 48).
AMH0002	High-speed link is down. The SL-1 has declared the link to be no good for transmission of application messages. Usually means the auxiliary processor has difficulty handling the messages.
AMH0003	Cumulative Negative Acknowledgment (NAK) count exceeded due to noisy high-speed link.
AMH0004	The SL-1 and the auxiliary processor are out of synchronization. Action: Check baud rates of the SDI for the high-speed link and high-speed link port on the auxiliary processor. Check high-speed link cable.

AMH0005	Cumulative time-out count exceeded due to slow response of the high-speed link. Traffic is too heavy. Auxiliary processor has difficulty processing the messages. This message occurs when 10 or more timeouts have occurred on Acknowledgments (ACK) from the AUX in a 30 minute period. The time-out counter is reset every 30 minutes. Timeout is an appropriate ACK not received within normal 2 second period. (True time-out period may vary from 0.001 to 21.99 seconds.) Timeouts greater than 22 seconds will cause the link to drop with an AMH002 message.
AMH0006	TTY I/O block pointer for high-speed link is nil. Take same action as for ADD160. Action: Remove the high-speed link in software, then redefine it. If problem persists, perform a system reload or parallel reload
AMH0007	Pointer to high-speed link data is nil. Action: Remove the high speed link in software, then redefine it. If problem persists, perform a system reload or parallel reload.
AMH0008	No call register available at this moment. Action: If message persists, increase the number of call registers for the customer.
AMH0009	MGCR threshold exceeded; message dropped.
AMH0010	The SL-1 System ID does not match the AUX ACD_D disk directory.
AMH0011	The AUX could not select a release protocol from the high and low specified by the SL-1.
AMH0200	Warning: the process of transferring data from the output buffer in memory to the output data register on the SDI card locked once but is now recovered.